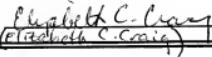


**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Reza Ghasemi et al.  
Serial No.: 10/733,995  
Confirmation No.: 2044  
Filed: December 11, 2003  
For: QUALITY EVALUATION TOOL FOR DYNAMIC VOICE  
PORTALS  
Examiner: D. Godbold  
Art Unit: 2626

Certificate of Electronic Filing Under 37 CFR 1.8  
I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: 3/21/11

(Signature) 

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action mailed December 22, 2010, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.